



GUEST DIRECTORY



HOTEL SLON
L J U B L J A N A

DEAR GUEST

Welcome to Ljubljana and to Hotel Slon!

Our entire team is happy to assist in every way to make your stay comfortable. We hope that you will enjoy the services and facilities we offer. To help you get around the hotel, please consider our following suggestions:

- Our complimentary high-speed **Wi-Fi internet** connection is accessible from every guest room and all of the public areas. Please choose network **BWPSLON**, your **password** is: **slon1552**
- For whatever request, wish, comment or help you are kindly invited to **dial 133 – reception, 24 hours a day**.
- **BUFFET BREAKFAST** is served on the 1st floor and is available from **6:30 to 10:30**. Please take into consideration that peak hours are from 7:30 to 9:00.
- Visit our **Lounge bar Zvezda** on the ground floor where you will be spoiled with their hand-made sweets and choose from an à la carte dining menu.
- **Well-being:** Enjoy our Finnish sauna and aromatherapy steam room (available from 14:00 to 21:00 o'clock) along with a modern fitness area equipped with Technogym cardiovascular devices and selection of free weights (available 24/7). We offer various types of massages (please turn to reception for booking).
- We will perform daily housekeeping service of your room. If you wish **not to have your daily maid service**, as advised by government safety measures, **please let us know – dial reception No. 133 or hang do not disturb sign outside your door**.
- **Tivoli Park**, Ljubljana's main city park which offers extensive pathways for runners and joggers, is located just 200 meters from the hotel.
- Hotel offers a **valet parking** in a nearby secured garage, attended by our friendly staff (30 EUR car/day).
- **Concierge services** are available at the reception or as **Mobile Chat via WhatsApp or Viber on number: +386 51 392 433** or by e-mail: **concierge@hotelslon.com**.
- For airport transfers, our reception team would be happy to organize you a **private transfer** for 62 EUR one way (for up to 2 passengers) or a **shuttle transfer** for 13 EUR one way (per person).
- If you require a taxi, our reception team will be happy to call you a trusted taxi company.
- **Please use the safety deposit box in the room to store all your valuables. The hotel cannot take responsibility for any loss if not placed and locked in safe.**

To help you find your way around Ljubljana, its sightseeing options, rent-a-car services or any other wishes you may have during your stay, please contact our reception desk staff, **dial 133 or chat with our mobile concierge**. They will be happy to assist you.

My staff and I wish you a pleasant and enjoyable stay!

Gregor Jamnik, general manager



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Each BWH® Hotels property is independently owned and operated.

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The elephant story

The elephant is an extraordinary animal hardly ever seen in Europe until public zoos were created (in Vienna in 1779 or in London 1828 for the oldest). Before that, with the legendary exception of Hanibal's was elephants that accompanied his campaign through the Alps, no one had ever seen an elephant on that side of the Mediterranean Sea.

Possessing such an exotic animal as an elephant, tiger, lion or leopard was considered to be a token of wealth and power and the sole privilege of the highest aristocracy.

In 1552, Maximilian II was the Archduke of Austria and about to become the Emperor of the Holy Roman Empire. He was 25 years old and had recently married Mary of Spain. On his way back from Spain, he brought with him one of his wedding presents: an elephant called Soliman. The Sultan Soliman the Magnificent was, at that time, Austria's most terrible enemy. Therefore, domesticating such a powerful animal named after such a figure was a significant symbol.

Maximilian stopped at the best inn in Ljubljana with his escort and the wonderful animal that tremendously impressed the population. Later, on the site of this inn, the Hotel Slon was built.

The memory of Soliman the elephant was still very strong in the city, so the guesthouse and, later, the hotel were named "Slon" (the Slovenian word for elephant).

The origin of the Slon hotel should be set in themed 19th Century (1856 and 1858) when a new hotel building was built. The hotel in that period was renowned for its baths, which were visited by numerous wealthy citizens of Ljubljana. The hotel building lived on for 80 years; it even survived the powerful earthquake of 1895.

In 1937, construction of the new Hotel Slon began, in accordance with the modernist architecture fashion of the 1930s. Crowds of local people came to the construction site to observe the new hotel growing in front of their eyes. When completed, it was said to be the most beautiful and the most modern hotel in Ljubljana.

Best Western Premier Hotel Slon is a member of the Best Western hotel chain which connects over 4700 hotels worldwide. Each Best Western hotel across the globe has its own individual style and character. However, we do share one characteristic: our brand is a guarantee of outstanding quality and standards. Our hotel is privately owned and independently managed to ensure strong focus on personalized hospitality.



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RECEPTION

We are open 24/7.

If you're calling from your room phone, please dial internal number **133**.

If you're calling from an outside line (your mobile phone), please call **+386 1 470 11 00**.

You can also contact us via WhatsApp or Viber at **+386 51 392 433**.



ARRIVAL AND DEPARTURE

Check-in is from 14:00.

Check-out is until 12:00 (noon).



EXPRESS CHECK-OUT

Express check-out: to make sure your check-out runs as smoothly as possible, we are glad to offer you the option of paying in full upon arrival or at least a day prior to your departure. Your invoice can be placed under your room door or sent to you via email. For more information, please contact our reception team, call 133.



INTERNET

Free Wi-Fi service is available in all hotel rooms and common areas. The network BWPSLON will be detected by your device automatically. The network is password-protected and you can find the password on your key sleeve or in your welcome letter.

Instructions for establishing a wireless internet connection:

1. Activate Wi-Fi on your electronic device
2. Select the Wi-Fi network BWPSLON
3. Open the web browser on your device
4. Enter the required information
5. Confirm the connection

Please, contact our reception for any technical assistance.



BREAKFAST

Enjoy our buffet and à la carte breakfast:

Workdays and weekends: 6.30 a.m.-10.30 a.m..

The breakfast room is located on the 1st floor.

Early Express breakfast: If you are departing early, there is an express breakfast available at the reception from 5.30 a.m. Please place your order with the reception team (until 10 p.m. on the evening before departure).

Grab-and-Go breakfast: on the evening before you depart (until 10 p.m.), you can order a Grab and Go breakfast at the reception and it will be waiting for you there in the morning when you depart.



BAR AND RESTAURANT

Coffee shop and lounge bar Zvezda is located on the ground floor of the hotel.

Bar Kavarna Zvezda, opening hours:

Monday - Wednesday: 8:00 - 22:00

Thursday - Saturday: 8:00 - 23:00

Sundays, Holidays: 10:00 - 20:00

The hotel restaurant is currently closed.

We invite you to visit the lobby bar Zvezda, where a selection of hot and cold dishes is also available.

For an excellent lunch or dinner in the city, we recommend the following renowned restaurants:

Jaz by Ana Roš 150 m 2 min

Čopova ulica (knafljev prehod) 5a, 1000 Ljubljana
 +386 1 5476 662

Štalca pri Vodniku 2,6 km 8 min

Vodnikova cesta 65a, Ljubljana
 Please call the reception at number 133 for table reservation and free taxi (both ways).

Restaurant As Aperitivo 150 m 2 min

Knafljev prehod 5a, 1000 Ljubljana
 +386 1 425 41 68

Restaurant Pen Klub 400 m 5 min

Tomšičeva ulica 12, 1000 Ljubljana
 +386 41 366 249



LOBBY MARKET

For your convenience, a Lobby Market is available next to the Reception.

It offers a carefully selected range of non-alcoholic and alcoholic beverages, mineral water, snacks, and other treats.

Our Reception team will be happy to assist you with access. Selected items will be charged to your room.



ROOM SERVICE

Treat yourself to a delicious meal in the privacy and comfort of your room. Check the in-room menu for the offer. A service charge of 7 € per order will be added to the bill.

Breakfast packages: every day between 6:30 a.m. and 11:00 a.m.

All-day menu: Monday to Saturday between 11:00 and 21:00 (last order at 20:45), on Sundays from 16:00 to 20:00. (last order at 19:45).

To order, please call the reception at no. 133.



COFFEE and TEA

Free coffee and tea are available in the room. To prepare them, use the water heater.



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WATER HEATER INSTRUCTIONS FOR USE

1. Pour water into the jug between the minimum and maximum volume allowed and close the lid.
2. Turn on the heater using the red switch under the handle until the red indicator turns on.
3. Once the water reaches the boiling point, push the red switch upwards and turn off the machine, so that the red indicator light switches off.
4. Pour the water into a mug and prepare your beverage. The jug is only intended for heating up water and should not be used for preparing beverages.



COMPLIMENTARY WATER

We have prepared a bottle of water in your room as a sign of welcome.



TAP WATER

The tap water in Ljubljana is of excellent quality and safe to drink. Feel free to refill your bottles directly from the tap in your room or throughout the city.



WAKE-UP CALL

You can order a wake-up call at the reception by calling 133.



DID YOU FORGET SOMETHING?

If you need toiletries and other accessories such as a dental kit, a shaving kit, a ladies' kit, a comb or a face towel, please contact the reception. You will find a sewing kit in your room.



NORMAL HOTEL SERVICES

Services such as extra towels, extra clothes hangers, electrical adaptors with different types of plugs, telephone chargers etc. are available free of charge, please contact the reception team.



ELECTRICITY AND CHARGING DEVICES

All hotel rooms are equipped with a permanent voltage of **230 V**.

Electrical outlets remain **continuously powered**, so you can safely charge your mobile phones and other electronic devices at any time—even while you're away from the room.

If you need an adaptor for your plug type, please contact the reception.



BATHROBE AND SLIPPERS

To receive an additional bathrobe and slippers, contact the reception.



PILLOW CHOICE

Would you like an orthopaedic or an anti-allergy pillow? You can choose between different options that can be ordered from the reception.



IRON and IRONING BOARD

Available free of charge. Please, contact the reception.



LAUNDRY and IRONING SERVICE

Laundry and Ironing services are available from Monday to Friday from 9:00 a.m. to 4:00 p.m. and on Saturdays from 9:00 a.m. to 1:00 p.m. We offer same-day service for items received by 9:00 a.m., which are returned at 3.00 p.m. Items received after 9.00 a.m., will be returned at 3.00 p.m. on the following working day. Please find the laundry bag and the relevant form in the wardrobe in your room and call reception for handing in your laundry.



DRY CLEANING

Dry cleaning services are available from Monday to Friday from 9:00 a.m. to 4:00 p.m. We offer same-day service for items received by 9:00 a.m., which are returned at 3.00 p.m. Items received after 9.00 a.m., will be returned at 3.00 p.m. on the following working day. Please find the laundry bag and the relevant form in the wardrobe in your room and call reception to order the service.



AIR CONDITIONING

All our rooms offer air-conditioning.



PARKING GARAGE

Parking garage is located near the hotel. Your vehicle will be parked by our staff. To book a parking spot, please contact the reception.



FITNESS

Fitness is located on the 2nd floor. It is open 24/7, entrance is free.



SAUNAS AND MASSAGES

Enjoy our Finnish and steam sauna, located on the 2nd floor and open every day between 14:00 and 21:00. To reserve an appointment outside opening hours, call the reception at least 20 minutes before your visit. Entry for guests is free.



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To book a massage and inspect the offer, contact the reception team.



LAPTOP TO BORROW AT THE RECEPTION

There is a laptop with internet access available at the reception that you can use in the lobby area free of charge (limited time). To book the computer, please call 133.



PRINTING, SCANNING, FAX AND COPYING

Available 24/7 at the reception.



NOTEPAD & PEN

Please turn to the reception for notepads and pens.



LUGGAGE ASSISTANCE

Luggage transfer is available 24/7; please, call the reception for help.



RENT-A-CAR

If you wish to rent a car, contact the reception and we will be happy to assist you with the reservation with our partners.



CHILD CARE

If you wish to book child care, please contact the reception at least one day in advance.



SHUTTLE and PRIVATE AIRPORT TRANSFER

If you wish to reserve a shuttle or private airport transfer, please contact the reception.



EXCURSIONS

To reserve a daily excursion, please contact the reception.



SAFE

The safe for storing valuable documents is in your room, and you can also use the hotel safe. The hotel is not responsible for any objects not stored in the safe.



TV CHANNELS

We offer multiple TV channels in different languages; the full list is available on your TV set.



LUGGAGE STORAGE

Available 24/7 free of charge. If you wish to store your luggage after checking out, please contact the reception.



EMERGENCY ASSISTANCE

For emergency medical assistance, call our reception desk at 133.

Firefighters and paramedics: 112

Police: 113



MAIL: You can leave your mail at the reception.



FIRE ACTION NOTICE

In the event of a fire:

- Call the reception at 133.
- Close the windows and doors in your room.
- Read the fire action notice in your room, which indicates the emergency exits.
- Leave your hotel room immediately, using the designated stairs and emergency exits.

Follow the instructions in your room about fire safety and emergency exits. Hotel hallways are equipped with manual alarm systems and smoke detectors. Break the glass and activate them in case of fire. Emergency exits are indicated on each floor and lead to the ground floor.



PAYMENT POLICY

We accept cash, payment via Alipay mobile app and VISA, AMEX, DINERS, MASTERCARD, CUP, VPAY and MAESTRO credit cards. Please, settle your bill every 3 days.



CONFERENCE FACILITIES

There are five conference halls located on the 1st floor or our hotel, which can host up to 250 guests. If you would like to reserve our facilities for your event, please contact the reception.



RESERVATIONS AT YOUR NEXT DESTINATION

We will be happy to assist you in booking a reservation with any Best Western hotel at your next destination.



TELEPHONE

Reception, restaurant, bar: 133

Call to another room: enter the room number



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Price of a call to a fixed number in Slovenia: EUR 0.05

EUR per minute

Price of calls to a mobile network in Slovenia and calls abroad: EUR 0.80 per minute

External call: press "0" and enter the number you wish to call once you hear the signal

Local call: press "0" and enter the number you wish to call

International call: press "0", enter the country code, the area code and the number you wish to call

To make a call using a credit card or to call a free number, please contact the reception

The expense will be added to your hotel bill automatically.

COUNTRY CODE NUMBERS:

Albania	00355
Australia.....	0061
Austria	0043
Belgium.....	0032
Bulgaria.....	00359
Bosnia and Herzegovina	00387
Cyprus	00357
Czech Republic	00420
Montenegro.....	00382
Denmark.....	0045
Estonia.....	00372
Finland.....	00358
France.....	0033
Greece	0030

Croatia.....	00385
Ireland.....	00353
Iceland	00354
Italy	0039
Israel	00972
Japan	0081
Canada.....	001
China	0086
Latvia.....	00371
Lithuania.....	00370
Hungary	0036
Macedonia	00389
Germany.....	0049
the Netherlands.....	0031
Norway.....	0047
Poland.....	0048
Portugal	00351
Romania.....	0040
Russia.....	007
Slovakia	00421
Serbia.....	00381
Spain	0034
Sweden	0046
Switzerland	0041
Turkey	0090
Ukraine.....	00380
Great Britain.....	0044
USA	001



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